



The Regulation and
Quality Improvement
Authority

Rutledge Joblink
RQIA ID: 10687
56 Scotch Street
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BT61 7DF

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**Unannounced Care Inspection
of
Rutledge Joblink
27 January 2016**

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
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1. Summary of Inspection

An unannounced care inspection took place on 27 January 2016 from 10.00 am to 12.30 pm. Overall on the day of the inspection the agency was found to be delivering safe, effective and compassionate care. Areas for improvement were identified and are set out in the quality improvement plan appended to this report. This inspection was underpinned by The Nursing Agencies Regulations (Northern Ireland) 2005 and The DHSPSS The Nursing Agencies Minimum Standards (2008).

2. Actions/Enforcement Resulting From This Inspection

Enforcement action did not result from the findings of this inspection.

3. Inspection Outcome

This inspection resulted in no requirements or recommendations being made. Findings of the inspection can be found in the main body of the report.

4. Service Details

Registered Organisation/Registered Provider Rutledge Joblink/Jonathan McNeill Doherty	Registered Manager: Lorraine McBride
Person in Charge of the Agency at the Time of Inspection: Lorraine McBride	Date Registered: 10 May 2012
Number of Service Users in Receipt of a Service on the Day of Inspection: Approximately 41	Number of Registered Nurses, Health Visitors and Midwives on the Agency's Books: 40

5. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to establish the level of compliance achieved with respect to the following themes:

Theme 1: Nurse Training - The agency has procedures in place to ensure all nurses are appropriately trained and qualified for their roles.

Theme 2: Vulnerable adults and children are protected from abuse.

6. Methods/Process

Specific methods/processes used in this inspection include the following:

- Discussion with the registered manager
- Review of records

- Observation during inspection of the premises
- Evaluation and feedback

Prior to inspection the following records were examined:

- Previous care inspection report
- Notifiable events submitted since the previous care inspection
- Written and verbal communication received since the previous care inspection

The following records were examined during the inspection:

- Staff training records
- Staff induction
- Dates of staff supervision/appraisal
- Three recruitment files
- Staff competency assessments
- Selected policies and procedures
- Incident records
- Record of complaints

Staff questionnaires were issued to the registered manager to distribute to the nurses employed by the agency; no questionnaires were returned to RQIA in time for inclusion in this report.

The inspector would like to thank the registered manager for her support and co-operation throughout the inspection process.

7. The Inspection

7.1 Review of Requirements and Recommendations from Previous Inspection

Previous Inspection Recommendations		Validation of Compliance
Recommendation 1 Ref: Regulation 4.2	The registered manager must ensure suitable measures are in place to confirm the fitness of staff employed by the agency.	Met
	Action taken as confirmed during the inspection: A review of five staff records found they were well organised and all information required was in place.	
Recommendation 2 Ref: Regulation 1.14	The registered manager must ensure all incidents are fully investigated, and the action taken and the outcome of the action documented.	Met
	Action taken as confirmed during the inspection: A review of two investigations found that the incidents had been investigated and the outcomes recorded appropriately.	

7.2 Theme 1: Nurse Training - The agency has procedures in place to ensure all nurses are appropriately trained and qualified for their roles

Is Care Safe?

Rutledge Joblink is a nursing agency based in Armagh within the offices of the employment/recruitment agency. The organisation also has an office in Ballymena.

The registered manager has overall responsibility for both offices and is responsible for 40 nurses in total. The agency is also a recruitment agency involved in the supply of care staff, and is registered with Department of Employment and Learning (DEL).

The registered manager reported that the agency is currently in the process of reviewing all of their policies and procedures and this was evident during the inspection.

A training and development policy developed by the agency was provided for inspection and confirmed that the policy had been revised, approved, signed and dated. It was noted that the policy accurately reflected the nurse's role and responsibilities in regard to their professional development and training as specified by the Nursing and Midwifery Council (NMC).

Records examined provided evidence that the training needs of individual nurses are identified and that the agency has systems in place to provide nurses with a wide range of training that included mandatory training and professional development.

On the day of this inspection the administration systems were well organised and required records were maintained and easily retrieved for inspection. Information examined indicated that each new nurse must complete an induction prior to any placement. Four training records examined provided evidence that nurses employed by the agency had completed a structured orientation and induction programme.

The registered manager stated that staff are also required to complete training in areas specific to the needs of individual service users, and reported that agency staff are not supplied unless all necessary documentation relating to training has been received and verified.

Is Care Effective?

The training files pertaining to four nurses examined contained evidence that the agency maintained documentary evidence of each nurse's previous learning, professional development and practice experience.

Prior to employment, as previously stated, agency staff are required to complete the required mandatory training provided by the agency. It was noted from records viewed that the agency maintains a record of the content of training and the name and qualifications of the person providing the training. The agency provides staff with a handbook and it was noted that staff are required to discuss the contents of the handbook with the registered manager and sign a document to confirm that they have received a copy of the handbook.

There were suitable arrangements in place to ensure that the skills and expertise of each nurse are matched to the requirements of placements. It was good to note that nurses

deployed in nursing homes had obtained the relevant skills and experience for the different client groups.

Arrangements were in place to check that each nurse is registered with the NMC. Policies referred to the need for nurses to adhere to the NMC Code of Professional Conduct. Nurses are required to produce evidence that their professional registration requirements are met and maintained on an ongoing basis.

There was evidence that annual appraisals are undertaken with individual agency staff and that staff attend for group supervision/discussion; it was noted that training and development is discussed during the appraisal meeting and a plan developed to address identified training needs. The organisation can avail of in house training and the registered manager reported that this is very beneficial.

Arrangements are in place for service users to contact the agency to highlight concerns in relation to the competency of staff provided. It was identified that the agency has a process for obtaining the views and comments of service users in relation to staff provided, and for addressing competency issues with staff.

The registered manager stated that when concerns relating to a staff member are identified the agency will address the concerns with the individual immediately and whilst the process is ongoing the staff member would not be provided to work. There was evidence that where concerns had been raised the agency worked with the appropriate authority and undertook investigation as and when required.

Is Care Compassionate?

On the day of this inspection there was evidence that the agency had arrangements in place for obtaining the views of service users; the registered manager described the process for engaging with service users in order to obtain feedback.

The agency analyses the outcome of feedback received, and if required an action plan is developed to address any identified improvements.

Areas for Improvement

There were no areas for improvement identified within this theme.

Number of Requirements	0	Number Recommendations:	0
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7.3 Theme 2: Vulnerable adults and children are protected from abuse

Is Care Safe?

The agency policy for protecting vulnerable adults was examined and found to outline the procedure to be followed, with relevant reference to current legislation and DHSSPS guidance. Minor adjustments to the policy were required and the revised policy was forwarded to RQIA and was deemed satisfactory.

Staff training records examined confirmed that procedures for protecting vulnerable adults, and safeguarding children and young people, are included in the induction programme for staff.

On induction each nurse is provided with a handbook that contains information on the action a nurse should take in the event of suspected, alleged or actual incidents of abuse being identified.

There is a written policy on "Whistleblowing" and procedures that outline the responsibility of staff in highlighting concerns or issues relating to poor practice. In addition, information on whistleblowing circulated by the RQIA had been distributed to each nurse employed by the agency.

The agency maintains a record of all incidents of suspected, alleged or actual abuse identified and records viewed indicate that the agency acted in accordance with their policy and procedures.

The registered manager was fully familiar with the reporting systems in the event of concerns regarding the protection of vulnerable adults, young people and children, and was fully aware of the records that are required to be maintained.

Is Care Effective?

The registered manager told the inspector of the range of safeguards the agency had implemented to ensure vulnerable adults, young people and children are protected from abuse. This included the arrangements in place that ensure all necessary pre-employment checks are completed and considered. A review of four staff files confirmed the systems were robust and implemented during the recruitment process.

The registered manager reported she was assured that prior to placement agency nurses were provided with the relevant information to ensure they took appropriate action in the event of a suspicion of, or actual abuse. The manager was confident with her role and responsibility regarding any investigation in the event of an allegation of abuse been made, and expressed that they had developed a good working relationship with the relevant Health and Social Care Trusts.

Is Care Compassionate?

The registered manager is a trained registered nurse and is fully involved in the recruitment process. It was evident during discussions that the registered manager was committed to ensuring any nurse placed by the agency was competent and suitably skilled for the placements.

Records examined provided evidence that the agency had sound recruitment processes in place and appropriate pre-employment checks are completed.

Nurses employed complete induction that includes training in all aspects of abuse and the protection of vulnerable adults, young people and children. Refresher training is provided for nurses on an annual basis. There was evidence that the registered manager has a programme of supervision for nurses employed.

Discussion with the registered manager, review of training materials and a review of four nurses' files demonstrated that the agency promotes the core values of care and takes account of the minimum standards and regulations.

There was evidence to confirm that the agency had arrangements in place to obtain service users' views about nurses regarding their performance and competencies.

The agency supplies both their nurses and service users with an out of hours telephone number should they have a need to raise a concern or require guidance.

Areas for Improvement

There were no areas for improvement identified within this theme.

Number of Requirements	0	Number Recommendations:	0
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No requirements or recommendations resulted from this inspection.

I agree with the content of the report.			
Registered Manager	<i>L. M. Poide</i>	Date Completed	18-2-16
Registered Person	<i>J. Roberts</i>	Date Approved	18/2/16
RQIA Inspector Assessing Response	<i>H. Martin</i>	Date Approved	22/02/16

Please provide any additional comments or observations you may wish to make below:

Please ensure this document is completed in full and returned to agencies.team@rqia.org.uk from the authorised email address

It should be noted that this Inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations.